

YOUTH SERVICES POLICY

Title: Quality Assurance Policy for Automated Information Systems Next Annual Review Date:	Type: A. Administrative Sub Type: 5. Information Services Number: A.5.4
Page 1 of 4	
References: ACA Standards 3-JTS-1F-07, 3-JTS-1F-08 (Juvenile Training Schools); YS Policy Nos. A.5.1 "Use of Information Services"; A.5.3 "Evaluating Overall Performance And Measuring the Effectiveness of the Information Systems" and C.5.2 "Activity Reports/Unusual Occurrence Reports; DYS Policy and Procedure No. 6.1 "Juvenile Information and Records Management System 2 (JIRMS 2) and Case Management System"	
STATUS: Approved	
Approved By: <i>Simon Gonsoulin</i> <i>Assistant Secretary</i>	Date of Approval: 01/28/2005

1. AUTHORITY:

Acting Assistant Secretary of the Office of Youth Development as delegated on January 27, 2004 by the Secretary of the Louisiana Department of Public Safety and Corrections (DPS&C).

2. PURPOSE:

To establish the Deputy Secretary/Assistant Secretary's policy regarding the accuracy of data entered into all centralized databases and to establish data quality statistics of a known degree of accuracy and reliability.

3. APPLICABILITY:

Undersecretary, all Unit Heads, I/T Applications Programmer/Analyst II, all employees of Youth Services (YS) and Corrections Services' Office of Information Services (OIS).

4. DEFINITIONS:

Centralized Database - Any application stored on a mainframe and which is updated by agency personnel, including shared files from other Federal/State/Municipal agencies, into which YS or DPS&C/OIS inputs (enters or updates) information.

YS Policy No. A.5.4

Page 2

Q.A. (Quality Assurance) Site - A secure care facility, regional office or appropriate YS Central Office being audited.

Q.A. Team - Those persons responsible for auditing the accuracy of information input into the centralized databases. Each team will select a chairman.

Records Information - Specific information (data) entered into the database.

Regional Offices - all DYS field offices located throughout the state.

Site Facilitator - A person designated at each site to serve as a contact person to coordinate the activities of the Q.A. team during the audit, for the purpose of maximizing the efficiency and effectiveness of the audit and to assist in coordinating the pre-audit data gathering.

Unit Head - Facility Directors, Probation and Parole Program Director and the Deputy Secretary/Assistant Secretary or designee for YS Central Office.

YS Central Office - Offices of the Deputy Secretary, Undersecretary of the Office of Management and Finance, Assistant Secretary of the Office of Youth Development and their support staff.

5. POLICY:

It is the Deputy Secretary/Assistant Secretary's policy to promote the prompt and accurate input of information into the centralized databases utilized by YS, and to systematically examine and review the record information contained in these electronic files to ensure reliability and a consistent degree of accuracy of the information contained therein by:

- A. Analyzing compliance with existing policies and procedures regarding input of data;
- B. Establishing data quality statistics for accuracy and timeliness of information;
- C. Determining whether the data input is accurate and current;
- D. Providing consultation to promote compliance with standards for data input; and
- E. Achieving and maintaining complete accuracy and reliability of records information for all centralized database files.

6. PROCEDURES:

Responsibility for auditing the centralized databases is primarily distributed throughout YS and DPS&C according to the application user group(s) as designated in Attachment A.5.4(a). Audits are to be conducted at least annually at secure care facilities, every other year at the regional offices and more frequently if appropriate.

A. Composition and Selection of Q.A. Teams:

The teams will be designated by the Deputy Secretary/Assistant Secretary or the Probation and Parole Program Director. Q.A. teams for centralized databases - other than JIRMS-2 - will be appointed by the appropriate Section Head with concurrence of the Undersecretary.

Each Q.A. team will be governed by procedures developed by the appropriate Q.A. site personnel and submitted to OIS. Procedures will include provisions for the selection of a Site Facilitator who will:

1. coordinate the audits;
2. receive preliminary reports of the findings; and
3. work with site personnel on corrective actions.

B. Evaluation and Report:

Within 15 working days after completion of an audit, the team will prepare a report, of which a copy will be forwarded to the Undersecretary and the Unit Head. The report will include the following:

1. A summary of the audit process;
2. Detailed descriptions of data quality statistics and related information;
and
3. List of deficiencies and recommendations for improvement.

C. Corrective Action:

Upon receipt of the written report, the Q.A. site will have a minimum of 20 working days to correct any problem areas detailed in the report or to request an extension. The site facilitator will notify the Q.A. team chairman that all corrections have been completed or request additional time as needed.

YS Policy No. A.5.4
Page 4

D. Follow-up:

The Q.A. team chairman will determine that corrective actions have been completed and shall schedule a follow-up audit if needed.

Previous Regulation/Policy Number: A-05-004 / A.5.4
Previous Effective Date: 04/05/1993



Attachments/References: A.5.4 (a) Database Audit Responsibility.pdf